



2013 Idaho Library Snapshot Day Stats and Comments

April 2013

30 libraries sent in their statistics:

- **24 public libraries**
- **3 school libraries**
- **2 academic libraries**
- **1 special library**

In one day in Idaho's libraries:

- **16,566** people visited the library
- **36,040** items were circulated
- **2,301** reference questions were answered
- **52** job seekers were helped (résumé, job search, etc.)
- **288** students were helped (homework)
- **2,364** people used the public access computer (Internet/word processing/games, etc.)
- **551** people used the Internet with their own devices
- **222** volunteer hours were given at a library
- **107** people were taught computer/device/Internet skills
- **171** library cards were issued

Programs and activities

- **1,459** people attended programs
- **80** people attended computer/technology classes
- **61** people attended other classes (homework/tutoring, ESL, etc.)
- **43** students made class visits to the library
- **50** people got tours of their library
- **439** people learned about the library in outreach visits to schools or other agencies
- **303** people in community groups used meeting rooms

Examples of reference questions:

- Where are tax forms?
Can you help me find a book?
Can you show me how to use VALNet catalog?
How do I place a hold? Can you help me renew this book?
- Can you help me find....book?
I am researching, where might I find info?
You don't have....., can you get it?
- Assorted & varied book searches, copy of Last Will & Testament papers
hours?, how much to print?, directions
- Do you have foreign language CDs?
Can the government access my account to see what I am checking out?
Do you have DVDs on the environment?
- Where can I find Native American quotes or sayings?
- What is the phone number for Physician's Immediate Care Center?
What is 3M? Where can I go to fax something?
How do I use Novelist?
- Can you help me find the next book in this series?
- I'm looking for Native American quotes or sayings.
- Please find a fiction and nonfiction book about Africa.
- How can I find information about building damage due to tsunamis produced by earthquakes?
I need help ordering Suite Espanola by Albeniz arranged for piano and guitar.
I need 5 resources on the JFK assassination conspiracy
- Where can I find school annuals?
Where can I find a flag for Virginia?
- Junior and Senior research papers being done. Lots of questions about lots of subjects.
- Help finding books for homeschool students, computer help
- From a staff member, "I'm tired of teaching the same book each year, do you have any suggestions of alternate titles I can use?" The library staff member then used Novelist to help answer the reference question.
From a student, "How do I download my PowerPoint from Skydrive?"
From a senior student, "How do I save my PowerPoint to this flash drive?"
- Where can I find leather tooling patterns?
Can you help me write a business letter?
How do I attach a document to an email?
How do I post a picture on Facebook?
Will you help me put an ad on Craigslist?
- What is the third book in the series of XXXXX

Quotes and comments from library users:

- "I appreciate our library so much, the people and all the available resources! Love it and love working here"- new staff member
"Love our Library!"
"I love VALNet and us it for ordering, renewing, and checking out new books. It's wonderful to have so many libraries in the system"
"I love the changes GCL is making to the library. I'm a volunteer and it is helpful to the patrons and staff"
"Our library is a great part of our town. It's friendly, "use friendly", most grateful for it."
"Provides a fantastic environment for my school age children to study and use resources."
"I love our library. We have wonderful, helpful librarians. My grandkids and I couldn't live without it."
"The help is very friendly, and knowledgeable. The atmosphere is swell. It's a good place to be."
"A town needs a library. Real books are needed i.e. paper not e-books" (I actually had a conversation with the patron afterward about the ease of e-books and invited him to our Device/Tech Night in May :)
- Awesome! Keep up the good work!
Kids are entirely too loud!
Excellent! We love our library. You guys rocked!
Awesome customer service. Thx AMAZING! You are doing great! Thank you.
I liked the display of bird nests.
- Storytime is wonderful. Miss Wendy does an excellent job.
We love our new library. The staff is wonderful, the library is beautiful and very quiet.
- "I can't afford everything the library has to offer!"
"Without the library, I have no access to books, newspapers, internet, or research resources.
- This library is great! It is an asset to our community. The staff is helpful, efficient, kind & knowledgeable, I love my librarians. They are the best!
I work at a center for disabled adults & we take them to the library to look for books, socialize, walk and use computers.
The library is helpful to the meetings I attend online.
If they don't have a book you want they will find it for you.
We use our public library all the time. We need a bigger library!!
The best small-town library in the Northwest.
- Excellent library staff. Enjoy the magazine selection.
Thank you for the hours and the internet access. Our library is a great resource!
Every time I come in for help with the computer, making copies or just checking out a book, I get the help I need. I am thankful to have a library in our town.

The library is my connection with the outside world! Social networking and all of the internet stuff is good, I usually don't have a problem with the Wi-Fi when I bring my laptop. And my kids love checking out books.

The librarians are always willing to help pick out books or order some in.

Librarians are always happy, helpful and willing to research books or things.

I'm always pleased at what I find in the library.

- "I would be lost without these books"
"I'm always listening to either the cassettes or cartridges. I've been a user since 1986."
- "I think you've answered all my questions."
- What I like about the library are the computers and the teen games on Thursdays!
- Love it! Love technology! (regarding self-checkouts)
- "My brother and I are the third generation of UI grads in our family, and we've both been successful because the library has such awesome resources. And the reference librarians rock!."
"I tell everyone about the library's chat reference because it really works!"
"The interlibrary loan staff really goes out of their way to be helpful. Customer service and quality are obviously priorities at the UI Library."
- We have PSR workers with children in here daily and they always say how thankful they are for our resources and free access to computers.
- Love the environment. Like having a place to chill.
- Thanks for staying open late so I can finish my presentation.
- "Oh my gosh, this is so much fun!"
"we love the library!"
"Thank you for helping me find things"
"We'll be back tomorrow for the programs because all the programs are so educational (homeschooling group)"
- Wow, this is a nice little library.
Thank you so much, the kids loved story time. You are so helpful here. You have a lot going on here.

How libraries plan to use the results from Idaho Snapshot Day:

- Link to results page from your website—7
- Share results with your board or administrators—24
- Share results with your mayor and local officials—11
- Use quotes from your library users in your newsletter—7
- Create your own poster with quotes/photos to display in your library—5
- Print photos and mail or email to your participating library users—1
- Print photos and mail or email to your elected officials—3
- Include a library user quote in a press release—4
- Create a promotional bookmark or post card with the photos and quotes—0
- Set up a slideshow of photos and quotes and display in your library—5
- Send a thank you note to your mayor or local officials or school board—1
- Share your Snapshot participation with your Friends Group—12

Other:

- Resource for Library Foundation for Idaho Gives online campaign on May 2.
- We plan on posting photos on our website and on our facebook page. We are currently working on our 5-year plan so the comments from the public can be used on our plan.
- To evaluate and improve our resources to the community.
- Use quotes within a book display at entry of library. (Other: explore, newspapers/periodicals, volunteer, tax help, photoshop/corral, quiet time, talk to friends far away, book sale, & scanning/copies.)
- May be used in fundraising efforts for new library building project.
- This was an extremely quiet time at the library. We don't have plans to use this except to compare to last year's use.
- Share photos on Facebook
- We will post pictures to our website.

- These stats will be shared with the building administration team.

Other Comments

- I'd LOVE LOVE LOVE to see what other libraries are doing on their snapshot day
- We did not plan anything special for this day, but just did a regular day at the library. The only thing was that we offered donuts all day long to the public when they came in the library.
- We forgot to track until a little later in the day library visits.
- We had a program to make your own book to correspond with the "Bookers Dozen" display. We had 32 responses, ages 2 1/2 to adult. Phenomenal results.
- Some people were so happy to be able to tell about some special experience or use of their library, for example, that they received a hands on demonstration of origami, and also always ideas, inspiration and a smile!
- University of Idaho Library Research Colloquium - 35 attendees We sponsor a Research Colloquium series that brings librarians together with academic faculty to discuss a common area of research. On Library Snapshot Day we hosted "Twelve Nights in the Library: What do you need to know when mounting a theater production?" The program featured our Humanities librarian and the director of the university's production of "Twelfth Night." It was held on the main floor of the library, and approximately 35 students and faculty members attended.
- On April 17th I went to Castleford to present a STEM workshop to parents and children. It was the first one of these for them and the turnout was good.
- This was the day before our seniors presented their Senior Project, so the library was very, very busy. It was hard to keep accurate stats on the number of students who visited because there were so many, and several came and went multiple times throughout the day. On a day like this, it's easy to see the importance of a school library, as it was the landing place for almost all seniors at some point. They were printing off parts of their presentation, making sure it was saved to a USB, practicing with a clicker, practicing in groups and getting feedback from both their friends and library staff, and many were staying after school to make sure everything was perfect. To say we were busy is an understatement. We were needed (by seniors) to help with a variety of tasks throughout the day, and it was good to feel helpful.

Comments about process

- Some of our stats could be misleading out of context. Each stat should also have a comment area where the number can be explained. For instance, over 700 people attended the Environmental Fair on Saturday, but we only counted 326 people in our outreach because of that's number of books our Book Wagon gave away there that day.
- Our library does not track computer use help since this is a part of the reference transaction service profile and is done throughout the day ad hoc. Our library does not track the number of users on WiFi, and has no way to accurately count the number of unique users on Wifi, especially on the exterior. This does not seem like a particularly useful category since it's very difficult to track. One comment: the survey does not allow text information to be presented in the stats boxes. This would be useful to not indeterminate numbers and decimals.